

City of Fond du Lac Water Customers – December 19, 2017 (updated)

The City of Fond du Lac has recently been notified of a potential security breach related to the City's online Water Payment Portal.

On December 12, 2017, a local partner bank contacted the City indicating it had identified multiple compromised credit cards during an internal investigation. The compromised credit cards each used the City's online Water Payment Portal at some point approximately between August and October 2017 to pay a City of Fond du Lac water bill. Based on the City's preliminary investigation, the City took the Water Payment Portal offline on December 13, 2017, at 9:00 a.m. The Water Payment Portal will remain unavailable until all security issues are resolved.

The investigation into this matter is on-going. Specific individuals affected by the potential breach have not been identified. However, this incident could impact individuals who used the City's Water Payment Portal between August 2017 and October 2017 to pay a water bill.

In October 2017, the City's vendor third-party payment engine identified a known vulnerability with the Water Payment Portal. This vulnerability was communicated to the City and patched by the vendor on the same day. The City received no information or alert from the vendor third-party payment engine or any other vendor of suspicious activity or a possible security breach until December 12, 2017. Early investigations suggest that the breach may have occurred prior to the October 2017 patch date. A vulnerability doesn't mean that it was exploited; we patch thousands of vulnerabilities a year similar to how a user gets updates for their phones or computers.

Personal identifiable information potentially accessed during this incident includes customer credit/debit card numbers, card expiration dates, and card verification code (CVC) numbers. Other personal identifiable information – including, but not limited to, Social Security numbers, birthdates, driver's license information, and addresses – has never been entered or stored on the Water Payment Portal and is not part of this incident.

The City recommends that all customers who have used the Water Payment Portal review their statements for any unauthorized purchases that could have been made. In the City's initial investigations, most unauthorized purchases have been in small "test" amounts at iTunes, Dunkin Donuts, and other mobile/on-line payment portals. Customers who discover unauthorized transactions should report them to their financial institutions as soon as possible and request a new account number or card be issued.

While the Water Payment Portal is offline, the City asks water customers to mail in payments, drop payments off in one of the City's drop boxes (located in the lobby of the City/County Government Center and in the parking lot near the exit driveway of the SE side of the building at the corner of Macy St. and Western Ave.), or make payment in person at the City/County Government Building, 160 South Macy Street, Fond du Lac, Wisconsin. The City will accept phone payments using a stand-alone credit card machine and will waive the \$3.00 credit card fee.

If you have any questions, please contact Senior Accountant Eileen Baus at (920) 322-3454.